



**DEFENSE LOGISTICS AGENCY
DEFENSE CONTRACT MANAGEMENT COMMAND
8725 JOHN J. KINGMAN ROAD, SUITE 2533
FT. BELVOIR, VIRGINIA 22080-6221**



IN REPLY
REFER TO

AQOD

JUL 08 1996

**MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT
DISTRICTS**

**SUBJECT: DCMC Memorandum No. 96-18, Replacement of the Audit
Transmission System (ATS) (INFORMATION)**

This is an INFORMATION memorandum. It expires when its content is included in DLAD 5000.4, Contract Management (One Book). Target Audience: Administrative Contracting Officers and Price/Cost Analysts.


Defense Contract Audit Agency (DCAA) has requested, where possible, that Audit Requests, Acknowledgments, and Audit Reports be electronically transmitted using E-mail. DCAA has in fact published their Audit Management Guidance on Electronic Transmission of Audit Reports (attachment).

DCAA envisions Defense Contract Management Command field offices sending them audit requests using E-mail and has provided E-mail addresses for their offices (see the attachment's enclosure 6). (According to DCAA, DCMD West may have trouble in using E-mail initially because of word processing software incompatibilities. DCMD West uses Lotus Amipro which does not convert easily to Microsoft Word, which is what DCAA uses. However, DCMC will soon standardize on Microsoft Word throughout the Command.) DCAA will respond to the requestor by sending acknowledgments and audit reports through the Unclassified but Sensitive (N) Internet Protocol (IP) Router Network (NIPRNET) which is maintained by the Defense Information Systems Agency (DISA). Please refer to the Audit Management Guidance section on **Security** concerning NIPRNET E-mail traffic control.

We acknowledge the potential efficiency that E-mail transmission of audit requests and reports will provide. The One Book, DLAD 5000.4, already encourages the use of electronic communications. Since DCMC is already using E-mail extensively, we believe our field offices can readily participate in this activity. We are therefore canceling ATS. Some DCMC offices, particularly pricing organizations, may have a version of ATS software on their computers. Please remove all ATS software.



As stated in DCAA's Guidance, our offices will similarly be responsible for checking their E-mail regularly to see if DCAA has sent audits. The E-mail date and time stamps will be used to complete logs and registers. Should you have any questioned call William Lonstein, Contractor Capability and Proposal Analysis (AQOD), (703) 767-3383 or DSN 427-3383.



JILL E. PETTIBONE
Executive Director
Contract Management Policy

Attachment

cc:
DCAA
AQACP

DCAA MEMORANDUM FOR REGIONAL DIRECTORS COVER SHEET
AUDIT GUIDANCE/MANAGEMENT MEMORANDUM NO.96-Q-079(R)

DEFENSE CONTRACT AUDIT AGENCY

Date of MRD: 28 June 1996

Subject of MRD: Audit Management Guidance on Electronic Transmission (E-mail) of Audit Reports and Acknowledge

Current Audit Guidance and/or Audit Management Guidance Affected:
CAM

| <u>Paragraph</u> | <u>Explanation of Effect on Current Version of CAM</u> |
|------------------|--|
| 9-103 | Adds guidance on the electronic receipt of requests for audit services and |
| 10-217 | electronic transmission of acknowledgments and audit reports |

STANDARD AUDIT PROGRAMS

Type of Pro Forma Step

| <u>Program</u> | <u>Document</u> | <u>Name</u> | <u>No.</u> | <u>Explanation of Effect on Current Audit Program</u> |
|----------------|-----------------|-------------|------------|---|
| NONE | | | | |

PRO FORMA AUDIT REPORTS

Type of Pro Forma See/

| <u>Report</u> | <u>Document</u> | <u>Name</u> | <u>Para</u> | <u>Explanation of Effect on Current Audit Report</u> |
|---------------|-----------------|-------------|-------------|---|
| ALL | | ALL | | Add reference for e-mail addresses in all report types in the section, DCAA Personnel |

MEMORANDUMS FOR REGIONAL DIRECTORS

| <u>MRD No.</u> | <u>Date</u> | <u>Subject/Explanation of Change</u> |
|----------------|-------------|--------------------------------------|
|----------------|-------------|--------------------------------------|

INTERNAL CONTROL AUDIT PLANNING SUMMARY

| | <u>Section</u> | |
|--------------|----------------|--|
| <u>ICAPS</u> | <u>No.</u> | <u>State control (s) Affected by the Char-we</u> |
| NONE | | |

DCAA PAMPHLETS/REGULATIONS/INSTRUCTIONS

| <u>DCAAP/RI/No.</u> | <u>Date</u> | <u>Page/See/Par</u> | <u>Explanation of Effect</u> |
|---------------------|-------------|---------------------|--|
| 5025.11 | | 9/22/88 | Update Instruction for use of e-mail outside of DCAA |

PROGRAM OBJECTIVE DOCUMENTS/FMIS USER MANUAL

| <u>POD/Man</u> | <u>Page/Sec/Par</u> | <u>Explanation of Effect</u> |
|----------------|---------------------|------------------------------|
| NONE | | |



IN **REPLY REFER** TO

0 7 3 0 . 1

DEFENSE CONTRACT AUDIT AGENCY
8725 JOHN J. KINGMAN ROAD, SUITE 2135
FORT BELVOIR, VA 220604219

28 June 1996
96-O-079(R)

MEMORANDUM FOR REGIONAL DIRECTORS, DCAA

SUBJECT: Audit Management Guidance on Electronic Transmission (E-Mail) of
Audit Reports and Acknowledgments

The Internet gateway at Headquarters and the regions now allows Field Audit Offices (FAOs) to transmit and receive electronic mail (e-mail). E-mail will allow efficient and economical communication while promoting a paperless environment using the Internet. Therefore, e-mail should be used to communicate with requesters whenever practical. [During the course of ongoing audit communications with contracting officers, we should make them aware of our e-mail capabilities and offer its use.] The purpose of this memorandum is to provide guidance about the electronic transmission of acknowledgments and audit reports to all recipients. Information on electronically mailed audit requests is also provided.

Currently, we have identified one large customer, **DCMD West**, which uses the AmiPro word-processing software which cannot be converted by our Microsoft Word software. Therefore, we should not electronically transmit acknowledgments and audit reports which are prepared in Microsoft Word to this customer. **DCMC Headquarters** and **DCMD West** have informed us that they are planning to upgrade the **software** used in the Western District during this fiscal year.

In addition, as we coordinated the **draft** e-mail guidance during this past month, several of our customers expressed some concern with their respective communication networks and connections with the Unclassified but Sensitive Internet Protocol Router Network (NIPRNET). We have met with these customers to address their questions; however, as we implement these procedures Agency-wide, some of our customers may need additional time to implement as they address these types of issues. ” Therefore when asked, FAOS should continue to provide audit reports through the postal mail without using e-mail until these customers’ concerns are resolved.

Security

Audit reports and some requests for audits covered by this **MRD** are designated “For Official Use Only”: (**FOUO**). DCAA FOUO documents are considered within DoD to be “unclassified, but sensitive” documents. **DCAA**, as well as the majority of our DLA customers, are provided Internet (e-mail) support by the Defense Information Systems Agency (DISA). Defense Information System Network (**DISN**). Part of the DISN is the NIPRNET which evolved from the consolidation of the former Defense Logistics Agency Corporate Network (**DCN**) and Defense Data Network (**DDN**) Pilot Internet. The **NIPRNET** is managed by DISA Regional Control Center (**RCC**) located in Columbus, Ohio. **DISA RCC** has stated that as a general rule, e-mail traffic between DoD clients supported by the **NIPRNET** (those with a “.mil” extension in

SUBJECT: Guidance on Electronic Transmission (E-Mail) of Audit Reports and Acknowledgments

their e-mail address), remains within the network. Therefore, all **DCAA** e-mail traffic will be transacted only through DISA supported communications channels. Transmission of FOUO material from private, commercial provider service is prohibited. Inquiries should be made about communications with **non-DoD** (non Military), customers on a case-by-case basis with the points of contact identified at the end of this **MRD**. An example of this type customer would be those with a **“.gov”** or **“.edu”** extension in their e-mail address.

Electronic Requests for Audit Services

Receipt of E-mail Requests

There are no special requirements associated with audit requests received by e-mail. See Enclosure 7, Questions and Answers, for responses to possible questions related to e-mail requests.

Conversion of Requests Received

Audit requests may be prepared using various word-processing programs. **Microsoft Word** automatically converts the document files generated by many word-processing programs, such as **WordPerfect** and **MultiMate**, when the files are opened. If the **FAO's** version of **Microsoft Word** does not include the file converter for the software package used by the customer, then the **FAO** should contact their regional **IMD** representative for assistance. It is possible that the necessary converter is available at the regional office or from **Microsoft**.

Electronic Transmission of Acknowledgments and Audit Reports

Transmission in an E-mail Format

Customers should receive an e-mail report which is the same as they are receiving in a paper format, i.e., a complete document which does not require assembly. Therefore, there is no requirement to send a paper copy of these documents. However, until the electronic transmission of an audit report has been successfully demonstrated with a customer, you should FAX a copy of the report cover sheet to the requester simultaneously with the electronic transmission. The process of using the FAX confirmation should only be for a short period of time unless there are problems. Also, if the report is either not completely in an electronic format or the report is not one electronic document, then a complete paper version must be provided for easy customer use.

SUBJECT: Guidance on Electronic Transmission (E-Mail) of Audit Reports and Acknowledgments

Document Protection

All reports which are transmitted electronically must be protected from accidental changes using the "Write Reservation Password." When a report is protected, it prevents users, other than the creator, from making changes to the original document. Other users can open the document as read-only. If contracting officers want to work with the data in the report, they simply copy the data to another document. Changes can be made to the data in the new document while the official audit report is unchanged under the original audit document name. Enclosure 1 provides instructions about how to protect a document with a "Write Reservation Password."

Conversion of Electronically Transmitted Documents

Audit reports are prepared in Microsoft Word and will usually be electronically transmitted in Word. However, you should convert the report to a different word-processing program, if requested by the contracting officer. Word is capable of converting documents to a number of programs using the "Save As" command under "File." (See Enclosure 2)

Compression of Documents

DCAA has no limitation on the size of documents that can be transmitted using cc: Mail, however, requesters' mail software programs may contain a document size limitation. Usual limits run between 100,000 to 300,000 bytes. Unless you know your customer's size limits, audit reports over 100,000 bytes should be compressed using the PKWARE Inc. **PKZIP** software. Reports can be compressed so that they are self-extracting and do not require the customer to have the **PKZIP** software. Instructions about compressing documents with the **PKZIP** software are provided in Enclosure 3. If you need further assistance with compressing audit reports, contact your regional **IMD** representative.

Use of E-mail Capabilities

Use of the Internet e-mail capabilities will not require any special effort. Users access the Internet through cc: Mail. The only noticeable difference will be the use of an e-mail addressing convention rather than a **cc:Mail** addressing convention. Instructions on sending an e-mail transmission are provided in Enclosures 4 and 5. A list of e-mail addresses for Headquarters, Regions, and FAOS is provided in Enclosure 6 and will be included in the next update Of the *Directory of DCAA Offices, DCCAP 5100.1*.

Communications

As we implement e-mail, good communication will ease the transition and can resolve potential issues upfront. For example, more communication will initially be required between DCAA and its customers to **identify** e-mail capabilities, addresses and the computer software being used. At the beginning of the audit, clearly communicate to the customer exactly what they

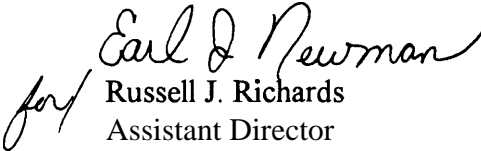
0730.1

SUBJECT: Guidance on Electronic Transmission (E-Mail) of Audit Reports and Acknowledgments

should expect to receive. Make them aware that documents are prepared in **Microsoft Word**, will be protected, and will be compressed (when applicable).

We are excited about the potential savings and service improvements from using e-mail, and are working hard to make our customers aware of its capabilities. To communicate these capabilities during ongoing audits, all audit acknowledgments should include **information** about our e-mail capability including the FAO e-mail address. Headquarters is working jointly with DCMC Headquarters to implement e-mail usage, and PLAs are actively communicating our e-mail capabilities with their buying commands and the DCMC Customer Liaison Representative (CLR) counterparts.

We invite **regions** and FAOS to share their electronic experiences with us through the regional office. We will use the information to enhance the Agency's e-mail policy. Because use of e-mail is a new process, there will be many questions. We have answered some of these questions in Enclosure 7. As additional questions are identified, direct them to personnel in the regional office. Regional personnel should refer any questions to Ms. Joyce Friedland, Program Manager; Pricing, Finance & Claims, at (703) 767-2270 and Mr. Eric Weber, Computer Specialist, Network Operations Branch at (703) 767-1080.


for **Russell J. Richards**
Assistant Director
Operations

Enclosures -7

1. Instructions to Protect Audit Documents with a Write Reservation Password
2. Convert Audit Documents
3. Instructions to Create a Self-extracting **PKZIP** Document
4. Instructions for E-mail Transmission, **cc:Mail** for DOS
5. Instructions for E-mail Transmission, **cc:Mail** for Windows
6. Listing of DCAA E-mail Addresses
7. Questions and Answers

DISTRIBUTION: C

INSTRUCTIONS TO PROTECT AUDIT DOCUMENTS WITH A WRITE RESERVATION PASSWORD

All audit documents must be protected with a Write **Reservation** Password before they are transmitted electronically. Remember to document the password used in the audit file. You will need it the next time that you want to **modify** the document. Additional instructions to either change or delete a password can be found in the *Microsoft Word User's Guide* on pages 488 and 489.

1. Open the document you want to protect using a Write Reservation Password.
2. From the File menu, choose "SAVE **AS**".
3. If you have not yet named the document, type a name in the "FILE NAME" box.
4. Choose the "OPTIONS" button.
5. In the Write Reservation Password box, type a password, and then choose the "OK" button.

A password can contain up to 15 characters and can include letters, numbers, symbols, and spaces. As you type the password, Word displays an asterisk (*) for each character you type. Note that passwords are case-sensitive.

6. When Word prompts you to confirm the password, retype it and then choose the "OK" button.
7. To save the document choose the "OK" button.
8. Document the password in the audit file.

INSTRUCTIONS TO CONVERT AUDIT DOCUMENTS FROM MICROSOFT WORD TO A DIFFERENT WORD-PROCESSING PACKAGE

Microsoft Word is able to convert document files to different word-processing packages.

1. Open the document you want to convert to a different word-processing package.
2. From the File Menu, choose **“SAVE AS”**.
3. Since you will be retaining a copy of the audit document for DCAA in a Microsoft Word format, change the name of the document which will undergo the conversion process by entering a new file name in the **“FILE NAME”** box.
4. “ Select the **“SAVE FILE AS TYPE”** box and select the word-processing package to which the document is to be converted; for example, **WordPerfect 5.x for Windows or Word for Macintosh 5.0**. If the word-processing package is not included as an option, call your regional **IMD** personnel for assistance.
5. To save the document in the new word-processing format select **“OK”**.

CREATING A SELF-EXTRACTING PKZIP DOCUMENT

DCAA utilizes PKWARE Inc. PKZIP Version 2.04g for compressing documents. All Agency LANs have a copy of the software located on the "Y" drive under subdirectory: Y:\APP\PKWARE.

The following instructions explain the procedure for creating a self-extracting ZIP version of a document:

1. Users must be logged onto their LAN.
2. From Windows select the "MAIN" icon.
3. Select the "MS-DOS PROMPT" icon. This will bring you to the C:\WINDOWS> prompt.
4. From the C:\WINDOWS> prompt type: **CD Y:\APP\PKWARE** and press the Enter key.
5. Change to the directory where the document to be compressed resides. For example, if your document is saved on your "F" drive type in F: and press the Enter key. This will return a F:\> prompt. If for example you store your documents under a subdirectory called REPORTS, you would type **CD WEPORTS** and press the Enter key. This will return a F: REPORTS> prompt.

For the remaining instructions, we will assume the document to be compressed is MS Word document 96A2 100 1.DOC and is stored on the F: drive at the root directory. In step 5 above the user would type from the C:\Windows> prompt: F: and press return. This will bring up the F:\> prompt.

Creating a self-extracting ZIP file is accomplished in two (2) steps. The first step is to create the ZIP file and the second is to make the ZIP file self-extracting. The command to create a ZIP version of your document is:

PKZIP [zipfile] [file(s).ext]

Where **[zipfile]** is the name of the resulting ZIP file and **[file(s).ext]** is the name of the document(s) you want compressed. The resulting ZIP file will have a default file extension of **.ZIP**.

The command to convert a ZIPed file into a self-extracting ZIP file is:

ZIP2EXE [zipfile]

Where **[zipfile]** is the name of the resulting ZIP file created in the first step above.

Using document 96A21001.DOC from our example in step 5 above:

6. From the **F:\>** prompt type: **PKZIP 96A21001 96A21001.DOC** and press the Enter key. This will return lines of **information** pertaining to the **PKZIP** version and your machine type. Following these messages you will see:

Creating ZIP: 96A21001.ZIP
Adding: 96A21001.DOC Deflating (XX%), done.

There has now been a file, 96A2 100 1.ZIP created.

Assume you also had supplemental exhibits and schedules to go along with 96210001.DOC. We will assume the **report** is an Excel spreadsheet titled 96A2101A.XLS. To compress both documents into one (1) ZIP document you would type: **PKZIP 96A21001 96A21001.DOC, 96A2101A.XLS** and press the Enter key. **[Note that both or all files to be compressed must reside in the same subdirectory].**

This will return lines of information pertaining to the **PKZIP** version and your machine type. Following these messages you will see:

Creating ZIP: 96A21001.ZIP
Adding: 96A21001.DOC Deflating (XX%), done.
...Adding: 96A2101A.XLS Deflating (XX%), done.

There has now been a file, 96A21001.ZIP created.

The second step is to make the just created 96A2 100 1.ZIP file self-extracting.

7. From the same **F:\>** prompt type: **ZIP2EXE 96A21001** and press the Enter key. This will return lines of information about Self-Extract Creator and the message:

Creating a Full Featured Self Extractor

96A21001.ZIP => 96A21001.EXE

There has now been a file, 96A2 1001 .EXE created.

If you want to check the documents, type: **DIR 96A210*.***. This will return a listing of all documents beginning with 96A210 from your **F:** subdirectory, Using our examples you would see four (4) documents displayed as follows:

96A21001.DOC
96A2101A.XLS
96A21001.ZIP
96A21001.EXE

The file **96A2 1001 .EXE** will be the file you select as the attachment to your cc: Mail/e-mail message to the customer. Sending a self-extracting version is recommended, because the customer may not have PKWARE's **PKZIP** software or they may have an earlier version than 2.04g.

8. To return to Windows type: EXIT and press the Enter key.

With a self-extracting document, the customer, **after** receiving the document, need only execute the file name as he/she would any other application on the system. Using our example with the document stored on the customer's F: drive, the customer would type at the DOS prompt: F:\> 96A21001 and press the Enter key. This will return lines of information about PKSFX FAST!, the Self Extract Utility. Following these messages the customer would see:

Searching EXE: [Drive] /**96A21001.EXE** (where Drive is the customer's drive and subdirectory)

Inflating: **96A21001.DOC**

Inflating: 96A2101A.XLS (If more than one document was compressed)

If for some reason the file **96A2 100 1.DOC** existed previously on the customer's subdirectory, the extracting utility will return the following message:

PKSFX: **(W18)** Warning! 96A21001.DOC already exists. Overwrite **(y/n)?**

The customer has the choice, by typing in a "y" or "n", of overwriting the existing file. If the customer types in "n", then the extraction process **will not** create document 96A2 1001 .DOC but will instead go to the next file. If the second file from our example, 96A210 1A.XLS, did not previously exist, it **would be** extracted. The customer **will** then have to rename the previous document and begin again.

INSTRUCTIONS TO TRANSMIT AUDIT ACKNOWLEDGMENTS AND REPORTS ELECTRONICALLY USING CC:MAIL FOR DOS

The following are instructions on how to transmit documents electronically using the Agency's cc:Mail software. These instructions are structured for FAOS with a local cc:Mail post office, not offsite suboffice locations running cc:Mail Remote.

When appropriate, perform any or all of the following functions **before** entering cc:Mail to transmit the document:

1. Using Microsoft Word, protect the document. The required method of document protection is **"Write Reservation Password."** This method allows other users to open the document as read-only. Instructions for protecting a Word document can be found in the *Microsoft Word User's Guide*, Chapter 21, page 487.
2. Perform any document conversion agreed upon between you and the customer. If the customer requests the MS Word document be converted to Lotus AmiPro, follow the instructions outlined in the *MS Word User's Guide*. The preferred method is to let the customer perform the conversions of any DCAA Word 6.0 documents.
3. Check the final document size. Some customers' mail software will have limits set on the size of a message being received. If the customer has such limits, audit reports exceeding the limit should be converted to a self-extracting compressed file using PKWARE's PKZIP software.

When the document is ready for transmission to the customer, the FAO manager, supervisor, or authorized user should sign onto cc:Mail using their assigned *RORG mailbox and password and perform the following:

1. Select **"PREPARE NEW MESSAGE"**.
2. Select **"REQUEST RECEIPT"**.
3. Select **"ADDRESS TO PERSON"**.
4. Select **"\$DCAAXXXNET"**. Press Enter.

(Note: replace the XXX with the following identification codes for the applicable region or Headquarters.)

| <u>Region/HQ</u> | <u>Identification Code</u> |
|---------------------|----------------------------|
| Eastern Region | REA |
| Central Region | RCE |
| Mid-Atlantic Region | RMA |
| Western Region | RWE |
| Northeastern Region | RNE |
| Headquarters | HQ1 |

5. At the “To:” prompt, type in the e-mail address of the individual to receive the communication. For example, if sending to **Tricia Canard** use **tcanard@hq1.dcaa.mil** or to David Probert use **probertdb.jfk@navair.navy.mil**. Press Enter.

NOTE THAT NAMES AND ADDRESSES SHOULD BE ENTERED IN **lower case**. While cc:Mail accepts upper and lower case, not all mail systems do. Mailbox names starting with *, such as those associated with our office symbols, are acceptable.

6. Press the “**ESC**” key to end.
7. If you need to copy the document to another individual, for example, a PLA, proceed with this step. Otherwise skip to step 8.
- Select “**COPY TO PERSON**”.
 - Select “**\$DCAAXXXNET**”.
 - At the “**TO:**” prompt, enter the e-mail address of the person to receive the copy of the report. Press Enter.
 - Press the “**ESC**” key to end.
8. If you need to send a blind copy of the document, for example to the RAM, proceed with this step. Otherwise skip to step 9.
- Select “**BLIND COPY TO PERSON**”.
 - Select “**\$DCAAXXXNET**”.
 - Enter the e-mail address of the person to receive the blind copy of the report. Press Enter.
 - Press the “**ESC**” key.

9. Select “END ADDRESSING”.
10. Type in a “SUBJECT” to include the audit assignment number. Press Enter.
11. Type in a message to the addressee. [Contents of what should be included in the message are discussed in the Q&A.] To end the message, press “F10”.
12. Select “ATTACH COPY OF DOS FILE”. This command will allow you to attach your Microsoft Word document to the **cc:Mail** message for transmission.
 - a. Backspace over the drive prompt, unless it is the one where the document is stored.
 - b. Enter the “drive\path\file name of the document to be sent”. Example:
f:\word\report.doc or report.zip or report.exe.

If you are sending a compressed file, make sure you select the report. zip version of the document. If you are sending a self-extracting compressed file, make sure you select the report. exe version of the document.
13. Select “SEND THE MESSAGE”.

INSTRUCTIONS TO TRANSMIT AUDIT ACKNOWLEDGMENTS AND REPORTS ELECTRONICALLY USING CC:MAIL FOR WINDOWS

The following are instructions on how to transmit documents electronically using the Agency's **cc:Mail** software. These instructions are structured for FAOS with a local **cc:Mail** post office, not **offsite** suboffice locations running **cc:Mail Remote**. We recognize that this is new **software**. These instructions are not comprehensive guidance about how to use the new features of **cc:Mail** for Windows. Comprehensive guidance will be provided by Regional personnel as **cc:Mail** Windows is installed. These instructions only address the steps needed to use the guidance in this memorandum.

When appropriate, perform any or **all** of the following **functions** **before** entering **cc:Mail** to transmit the document:

1. Using Microsoft Word, protect the document. The required method of document protection is **"Write Reservation Password."** This method allows other users to open the document as read-only. Instructions for protecting a Word document can be found in the *Microsoft "Word User's Guide*, Chapter 21, page 487.
2. **Perform** any document conversion agreed upon between you and the customer. If the customer requests the MS Word document be converted to Lotus **AmiPro**, follow the instructions outlined in the *MS Word User's Guide*. The preferred method is to let the customer perform the conversions of any **DCAA** Word 6.0 documents.
3. Check the final document size. Some customers' mail software will have limits set on the size of a message being received. If the customer has such limits, audit reports exceeding the limit should be converted to a self-extracting compressed file using **PKWARE's PKZIP** software.

When the document is ready for transmission to the customer, the FAO manager, supervisor, or authorized user should sign onto **cc:Mail** using their assigned ***RORG** mailbox and password and **perform** the following:

1. To prepare your message, click on **MESSAGE** on the menu bar.
2. Click on **NEW MESSAGE** on the Message menu.
3. To request Return Receipt, click once in the **Receipt Box** to mark it.

4. To address using Internet, either type **\$DCAAXXXNET** in the Address box and press **Enter**; *OR* click once on the **Address Button**, then double click on **\$DCAAXXXNET**.

(Note: XXX should be replaced with the applicable region or Headquarters identification code as follows.)

| <u>Region/HQ</u> | <u>Identification Code</u> |
|---------------------|----------------------------|
| Eastern Region | REA |
| Central Region | RCE |
| Mid-Atlantic Region | RMA |
| Western Region | RWE |
| Northeastern Region | RNE |
| Headquarters | HQ 1 |

5. In the “**Type or Select from List**” box, type in the E-mail address in **lower case letters** of the individual to receive the communication.

Addressing examples: For Tricia Canard use **tcanard@hq1.dcaa.mil** or for David Probert use **probertdd.jfk@navair.navy.mil**. Mailbox names starting with *, such as those associated with our office symbols, can also be used with Internet, for example ***oitn@hq1.dcaa.roil**.

6. After typing the address, click on **OK**.
7. If you need to copy the document to another individual, for example, a **PLA**, proceed with this step. Otherwise, skip to step 8.
 - a. Click on the down arrow beside “**TO**” and click on **CC**.
 - b. Double click on **\$DCAAXXXNET**; or click on the box where the address is to be typed, type in **\$DCAAXXXNET**, press **Enter**. [Note: If you choose to type in **\$DCAAXXXNET**, **\$DCAAXXXHUB** may appear in the box **after** you begin typing, but keep typing! The system is attempting to save you keystrokes and time by the guessing/displaying, based upon the letters you have typed.]
 - c. In the “**Type or Select from List**” box, type in the E-mail address in **lower case letters** of the person to receive a copy of the report.
 - d. Click on **OK**.
8. If you need to send a blind copy of the document, for example to the RAM, proceed with this step. Otherwise, skip to step 9.

- a. Click on the down arrow box and click on **BCC**.
 - b. Double click on **\$DCAAXXXNET**; or click on the box where the address is to be typed, type in **\$DCAAXXXNET**, press **Enter**. [Note: If you choose to type in **\$DCAAXXXNET**, **\$DCAAXXXHUB** may appear in the box **after** you begin typing, but keep typing! The system is attempting to save you keystrokes and time by the guessing/displaying, based upon the letters you have typed.]
 - c. In the “**Type or Select from List**” box, type in the E-mail address **in lower case letters** of the person to receive a blind copy of the report.
 - d. Click on **OK**.
9. Once you have finished addressing to include copies **furnished**, exit from the Address menu by either clicking on **Done** or pressing the **Esc** key, if you have not already done so.
 10. Back on the New Message screen, click in the **Subject** line and type in a subject to include the audit assignment number. Press **Enter**.
 11. Type in a message to the addressee. [Contents of what should be included in the message are discussed in the Q&A.]
 12. To attach your Word document to the message, click on **Attach** on the menu bar.
 13. Click on **Files** on the Attach menu.
 14. Fill in the correct drive, directory, and file name of the document to be transmitted:

DRIVE

Click on the down arrow then click on the drive letter where the file resides, for example, C:.

DIRECTORY

Click or double click on the directories, as necessary, to change to the directory where the file resides, for example,
WINDOWS/WINWORD.

FILE NAME

Click on the correct file name and click OK. Sample file names:
REPORT.DOC (Word document) or **REPORT. ZIP** (pkzipped document) or **REPORT.EXE** (self-extracting pkzipped document).

Upon completion, click on OK. `

15. You are now ready to send your message.
Click on Message on the menu bar.
16. Click on Send on the Message menu.

DEFENSE CONTRACT AUDIT AGENCY
Current cc: Mail/e-mail Office Locations
as of 11 March 1996

| REGION/OFFICE | E-MAIL | ADDRESS |
|---|-------------|---------------|
| CENTRAL REGION | | |
| Director, Central Region - Chuck T. Cherry | *RD-3 | @rce.dcaa.mil |
| Office of Regional Resources Mgr | *RC-3 | @rce.dcaa.mil |
| Financial Management Division | R(-JF-3 | @rce.dcaa.mil |
| Information Management Division | *RCI-3 | @rce.dcaa.mil |
| Human Resources Management Division | *RCP-3 | @rce.dcaa.mil |
| Regional Audit Managers | *RAMA(-E)-3 | @rce.dcaa.mil |
| Office of Regional Spec Prog Mgr | *RS-3 | @rce.dcaa.mil |
| AM/EDP/OA Division | *RSA-3 | @rce.dcaa.mil |
| Investigative Support Division | *RSI-3 | @rce.dcaa.mil |
| Special Projects Division | *RSS-3 | @rce.dcaa.mil |
| Technical Programs Division | *RST-3 | @rce.dcaa.mil |
| Denver Branch Office | *fao312 | @rce.dcaa.mil |
| Lockheed Martin Astronautics ResOfc | *fao313 | @rce.dcaa.mil |
| Chicago Branch Office | *fao314 | @rce.dcaa.mil |
| St Louis Branch Office | *fao3201 | @rce.dcaa.mil |
| Salt Lake Valley Branch Office | *fao3231 | @rce.dcaa.mil |
| Arlington Branch Office | *fao3311 | @rce.dcaa.mil |
| McDonnell Aerospace Res Ofc | *fao3421 | @rce.dcaa.mil |
| Austin Branch Office | *fao3501 | @rce.dcaa.mil |
| Dallas Branch Office | *fao3511 | @rce.dcaa.mil |
| Houston Branch Office | *fao3521 | @rce.dcaa.mil |
| Richardson Branch Office | *fao3531 | @rce.dcaa.mil |
| Minneapolis Branch Office | *fao3541 | @rce.dcaa.mil |
| St Paul Branch Office | *fao3571 | @rce.dcaa.mil |
| Desert Valley Branch Office | *fao3581 | @rce.dcaa.mil |
| McDonnell Douglas Corp Res Ofc | *fao3611 | @rce.dcaa.mil |
| Lockheed Martin Tact Air Sys RO | *fao3711 | @rce.dcaa.mil |
| Hughes Missile Systems Co Res Ofc | *fao3761 | @rce.dcaa.mil |
| Bell Project Office | *fao3801 | @rce.dcaa.mil |
| EASTERN REGION | | |
| Director, Eastern Region - Richard R. Buhre | *RD-1 | @rea.dcaa.mil |
| Office of Regional Resources Mgr | *RC-1 | @rea.dcaa.mil |
| Financial Management Division | *RCF-1 | @rea.dcaa.mil |
| Information Management Division | *RCI-1 | @rea.dcaa.mil |
| Human Resources Management Division | *RCP-1 | @rea.dcaa.mil |
| Regional Audit Managers | *RAMA(-E)-1 | @rea.dcaa.mil |
| Office of Regional Spec Prog Mgr | *RS-1 | @rea.dcaa.mil |
| AM/EDP/DIIS Division | *RSA-1 | @rea.dcaa.mil |
| Investigative Support Division | *RSI-1 | @rea.dcaa.mil |
| Operations Audits Division | *RSO-1 | @rea.dcaa.mil |

DEFENSE CONTRACT AUDIT AGENCY
Current cc:Mail/e-mail Office Locations
as of 11 March 1996

| REGION/OFFICE | E-MAIL | ADDRESS |
|--|-------------|---------------|
| Technical Programs Division | ● RST-1 | @rea.dcaa.mil |
| Atlanta Branch Office | *fao1101 | @rea.dcaa.mil |
| New Orleans Branch Office | *fao1221 | @rea.dcaa.mil |
| Tampa Bay Branch Office | *fao1271 | @rea.dcaa.mil |
| North Carolina Branch Office | *fao1281 | @rea.dcaa.mil |
| Melbourne Branch Office | *fao 1301 | @rea.dcaa.mil |
| Titusville Branch Office | *fao1311 | @rea.dcaa.mil |
| Lockheed Martin Aero Sys Res Ofc | *fao1441 | @rea.dcaa.mil |
| Lockheed Martin Orlando Res Ofc | *fao 1461 | @rea.dcaa.mil |
| Indianapolis Branch Office | *fao1621 | @rea.dcaa.mil |
| Dayton Branch Office | *fao 1641 | @rea.dcaa.mil |
| Hampton Roads Branch Office | *fao 1661 | @rea.dcaa.mil |
| Northern Ohio Branch Office | *fao1701 | @rea.dcaa.mil |
| Newport News Shipbuilding Res Ofc | *fao1721 | @rea.dcaa.mil |
| General Electric Company Res Ofc | *fao1731 | @rea.dcaa.mil |
| Ingalls Shipbuilding Inc Res Ofc | *fao1751 | @rea.dcaa.mil |
| MID-ATLANTIC REGION | | |
| Director, Mid-Atlantic Region - William H. Kraft, Jr | *RD-6 | @rma.dcaa.mil |
| Office of Regional Resources Mgr | *RC-6 | @rma.dcaa.mil |
| Financial Management Division | ● RCF-6 | @rma.dcaa.mil |
| Information Management Division | *RCI-6 | @rma.dcaa.mil |
| Human Resources Management Division | *RCP-6 | @rma.dcaa.mil |
| Regional Audit Managers | *RAMA(-E)-6 | @rma.dcaa.mil |
| Office of Regional Spec Prog Mgr | *RS-6 | @rma.dcaa.mil |
| AM/EDP/DIIS Division | *RSA-6 | @rma.dcaa.mil |
| Investigative Support Division | *RSI-6 | @rma.dcaa.mil |
| Operations Audits Division | *RSO-6 | @rma.dcaa.mil |
| Special Projects Division | *RSS-6 | @rma.dcaa.mil |
| Technical Programs Division - | *RST-6 | @rma.dcaa.mil |
| /Alexandria Branch Office | *fao6121 | @rma.dcaa.mil |
| Baltimore Branch Office | *fao6141 | @rma.dcaa.mil |
| Fairfax Branch Office | *fao6151 | @rma.dcaa.mil |
| Philadelphia Branch Office | *fao6181 | @rma.dcaa.mil |
| Mountainside Branch Office | *fao6191 | @rma.dcaa.mil |
| Northern New Jersey Branch Office | *fao6201 | @rma.dcaa.mil |
| Silver Spring Branch Office | ●fao6221 | @rma.dcaa.mil |
| District Branch Office | *fao6261 | @rma.dcaa.mil |
| National Branch Office | *fao6271 | @rma.dcaa.mil |
| Columbia Branch Office | *fao6311 | @rma.dcaa.mil |
| Reston Branch Office | *fao6321 | @rma.dcaa.mil |
| Rosslyn Branch Office | *fao6331 | @rma.dcaa.mil |
| Southern New Jersey Branch Office | *fao6341 | @rma.dcaa.mil |
| Binghamton Branch Office | *fao6351 | @rma.dcaa.mil |

DEFENSE CONTRACT AUDIT AGENCY

Current cc: Mail/e-mail Office Locations

as of 11 March 1996

| REGION/OFFICE | E-MAIL | ADDRESS |
|--|-------------|---------------|
| Pittsburgh Branch Office | *fao6381 | @rma.dcaa.mil |
| Lockheed Martin Mt. Laurel Res Ofc | *fao6501 | @rma.dcaa.mil |
| Westinghouse Elec Corp Res Ofc | *fao6521 | @rma.dcaa.mil |
| Lockheed Martin Corporate Res Ofc | *fao6631 | @rma.dcaa.mil |
| NORTHEASTERN REGION | | |
| Director, Northeastern Region - Francis P. Summers, Jr | *RD-2 | @rne.dcaa.mil |
| Office of Regional Resources Mgr | *RC-2 | @rne.dcaa.mil |
| Financial Management Division | *RCF-2 | @rne.dcaa.mil |
| Information Management Division | *RCI-2 | @rne.dcaa.mil |
| Human Resources Management Division | *RCP-2 | @rne.dcaa.mil |
| Regional Audit Managers | *RAMA(-E)-2 | @rne.dcaa.mil |
| Office of Regional Spec Prog Mgr | *RS-2 | @rne.dcaa.mil |
| AM/EDP/DIIS Division | *RSA-2 | @rne.dcaa.mil |
| Investigative Support Division | *RSI-2 | @rne.dcaa.mil |
| Operations Audits Division | *RSO-2 | @rne.dcaa.mil |
| Special Projects Division | *RSS-2 | @rne.dcaa.mil |
| Technical Programs Division | *RST-2 | @rne.dcaa.mil |
| Burlington Branch Office | *fao2161 | @rne.dcaa.mil |
| Boston Branch Office | *fao2171 | @rne.dcaa.mil |
| Waltham Branch Office | *fao2181 | @rne.dcaa.mil |
| European Branch Office | *fao2191 | @rne.dcaa.mil |
| Long Island Branch Office | *fao2201 | @rne.dcaa.mil |
| New York Branch Office | *fao2211 | @rne.dcaa.mil |
| Syracuse Branch Office | *fao2231 | @rne.dcaa.mil |
| Great Lakes Branch Office | *fao2261 | @rne.dcaa.mil |
| Loral Corporate Resident Office | *fao2341 | @rne.dcaa.mil |
| Gen Dynamics Elec Boat Res Ofc | *fao2361 | @rne.dcaa.mil |
| Gen Dynamics Land Sys Div Res Ofc | *fao2381 | @rne.dcaa.mil |
| Grumman Aerospace Corp Res Ofc | *fao2441 | @rne.dcaa.mil |
| Upstate New York Branch Office | *fao2501 | @rne.dcaa.mil |
| UTC Corporate Resident Office | *fao2601 | @rne.dcaa.mil |
| UTC P&W Manufacturing Res Ofc | *fao2641 | @rne.dcaa.mil |
| Sikorsky Aircraft Corp Resident Ofc | *fao2661 | @rne.dcaa.mil |
| Raytheon Corporate Res Ofc | *fao2671 | @rne.dcaa.mil |
| Bay States Branch Office | *fao2701 | @rne.dcaa.mil |
| Raytheon Elec. Sys. Div. Res Ofc | *fao2801 | @rne.dcaa.mil |
| Greater Connecticut Branch Office | *fao2901 | @rne.dcaa.mil |
| WESTERN REGION | | |
| Director, Western Region - Robert W. Matter | *RD-4 | @rwe.dcaa.mil |
| Office of Regional Resources Mgr | *RC-4 | @rwe.dcaa.mil |
| Financial Management Division | *RCF-4 | @rwe.dcaa.mil |

DEFENSE CONTRACT AUDIT AGENCY

**Current cc: Mail/e-mail Office Locations
as of 11 March 1996**

| REGION/OFFICE | E-MAIL | ADDRESS |
|--|----------------------|---------------|
| Information Management Division | *RCI-4 | @rwe.dcaa.mil |
| Human Resources Management Division | *RCP-4 | @rwe.dcaa.mil |
| Regional Audit Managers | *RAMA(-E)-4 | @rwe.dcaa.mil |
| Office of Regional Spec Prog Mgr | *RS-4 | @rwe.dcaa.mil |
| AM/EDP/DIIS Division | *RSA-4 | @rwe.dcaa.mil |
| Investigative Support Division | *RSI-4 | @rwe.dcaa.mil |
| Operations Audits Division | *RSO-4 | @rwe.dcaa.mil |
| Technical Programs Division | *RST-4 | @rwe.dcaa.mil |
| South Bay Branch Office | *f _a ~111 | @rwe.dcaa.mil |
| East Bay Branch Office | *fao4141 | @rwe.dcaa.mil |
| San Diego Branch Office | *fao4151 | @rwe.dcaa.mil |
| North County Branch Office | *fao4171 | @rwe.dcaa.mil |
| Santa Ana Branch Office | *fao4181 | @rwe.dcaa.mil |
| Pacific Branch Office | *fao4201 | @rwe.dcaa.mil |
| San Fernando Valley Branch Office | *fao4231 | @rwe.dcaa.mil |
| Seattle Branch Office | *fa&261 | @rwe.dcaa.mil |
| Peninsula Branch Office | *faM281 | @rwe.dcaa.mil |
| Silicon Valley Suboffices Bmch Ofc | *fao4291 | @rwe.dcaa.mil |
| University/FFRDC Branch Office | *fao4311 | @rwe.dcaa.mil |
| Sierra Branch Office | *fao4321 | @rwe.dcaa.mil |
| Oxnard Branch Office | *fao4361 | @rwe.dcaa.mil |
| Boeing Co Resident Office | *fao4381 | @rwe.dcaa.mil |
| McDonnell Douglas Aerospace/HB RO | *fa~461 | @rwe.dcaa.mil |
| Hughes Corporate Office Res Ofc | *f _a &j11 | @rwe.dcaa.mil |
| Hughes/El Segundo Resident Office | *fao4521 | @rwe.dcaa.mil |
| Rockwell Int Corp/Seal Beach ResOfc | *fao4701 | @rwe.dcaa.mil |
| Northrop Grumman Corp Resident Ofc | *fao4721 | @rwe.dcaa.mil |
| TRW Redondo Beach Resident Office | *fao4791 | @rwe.dcaa.mil |
| San Gabriel Valley Branch Office | *fao4901 | @rwe.dcaa.mil |
| HEADQUARTERS | | |
| Director DCAA - William H. Reed | *D | @hq1.dcaa.mil |
| Deputy Director - Michael J. Thibault | *DD | @hq1.dcaa.mil |
| Executive Officer - Robert F. Brauch | *DX | @hq1.dcaa.mil |
| EEO Officer - Vicki S. O'Donnell | *DE | @hq1.dcaa.mil |
| Sp Ast Quality - Dori Cook | ●DQS | @hq1.dcaa.mil |
| General Counsel - Kirk B. Moberley, Jr | ●DL | @hq1.dcaa.mil |
| Ast Dir, Operation - Russell J. Richards | *O | @hq1.dcaa.mil |
| Dep Ast Dir Oper - Earl J. Newman, Jr | *OO | @hq1.dcaa.mil |
| Mgr, DCAI - Ken Kishishita | *OAI | @hq1.dcaa.mil |
| Chief, Adm Res Br - Alexander A. Humulock, III | *OAIA | @hq1.dcaa.mil |
| Chief, Course Dev Br - Peggy Kruse | *OAID | @hq1.dcaa.mil |
| Education Specialist - Joseph C. Burton | *OAIE | @hq1.dcaa.mil |

DEFENSE CONTRACT AUDIT AGENCY

Current cc: Mail/e-mail Office Locations

as of 11 March 1996

| REGION/OFFICE | E-MAIL | ADDRESS |
|---|--------|-----------------|
| Registrar - Clay Dean | *OATI | @hq1.dcaa.mil |
| Chief, Aud Liaison Div - Anne-Marie Chavez | *OAL | @hq1.dcaa.mil |
| Chief, Inf Tech Div - Larry Munyon | *OTI | @hq1.dcaa.mil |
| Chief, SD&D Br - Jim White | *OTID | @hq1.dcaa.mil |
| Chief, Network Qor Br - Judy Colison | *OTIN | @hq1.dcaa.mil |
| Mgr, Tech Audit Sys Div - Joe Garcia | *OTS | @hq1.dcaa.mil |
| Chief, EDP/CAATS Br - Harry F. Huet | ●OTSE | @hq1.dcaa.mil |
| Chief, Special Prog Br - Donnie J. Benfield | *OTSP | @hq1.dcaa.mil |
| Chief, Wrkld Trnds Analysis Div - Steve Hernandez | *OWD | @hq1.dcaa.mil |
| Ast Dir, Resources - Mike Koza | *C | @hq1.dcaa.mil |
| Chief, FMD - Edward J. Migliore | *CF | @hq1.dcaa.mil |
| Chief, Acct Br - Ronald L. Padley | *CFA | @hq1.dcaa.mil |
| Chief, Budget & Manpower Br - William S. Torrick | *CFB | @hq1.dcaa.mil |
| Chief, Oper Finance Ofc - Harold Hineman | *CFO | @hq1.dcaa.mil |
| Chief, AMD - Irvin Rubenstein | *CM | @hq1.dcaa.mil |
| Chief, Acq & Supt Mgmt Br - Jody A. Trenary | *CMA | @hq1.dcaa.mil |
| Chief, IRM Br - Robert D. Wohlhueter | *CMR | @hq1.dcaa.mil |
| Chief, Oper Admin Ofc - Albert Guthrie | *CMO | @hq1.dcaa.mil |
| Chief, P&SD - Dale R. Collins | *CF | @hq1.dcaa.mil |
| Chief, Oper Personnel Ofc - Diane Gisvold | *CPO | @hq1.dcaa.mil |
| Personnel Office | *CPF | @hq1.dcaa.mil |
| Chief, Security Br - Daniel W. Leber | *CPS | @hq1.dcaa.mil |
| Director, FD - Gary N. Neil | *FD | @hq1.dcaa.mil |
| Deputy Director, FD - Phillip E. Rogers | *FDD | @hq1.dcaa.mil |
| Bob Barr, FD Special Assistant for Quality | *FDQ | @hq1.dcaa.mil |
| Asst Dir. Policy & Plans - Larry Uhlfelder | *F | @hq1.dcaa.mil 1 |
| Dep Asst Dir, P&P - Robert DiMucci | *PF | @hq1.dcaa.mil |
| Chief, Acct & Cost Princ Div - Fran Comett | *PAC | @hq1.dcaa.mil |
| Chief, Auditing Stds Div - Linda Willard | *PAS | @hq1.dcaa.mil |
| Chief, Pricing, Fin & Claims Div - Daniel J. Tucciarone | *PFC | @hq1.dcaa.mil |
| Chief, Incurred Cst Div - Henry Simpkins | *PIC | @hq1.dcaa.mil |
| Chief, Spec Proj Div - David S. Eck | *PSF | @hq1.dcaa.mil |
| PROCUREMENT LIAISON AUDITORS | | |
| USA Materiel Cmd (AMC) | *PLA-A | @hq1.dcaa.mil |
| USA Aviation & Troop Cmd (ATCOM) | *PLA-C | @hq1.dcaa.mil |
| USA Industrial operations Crnd (IOC) | ●PLA-C | @hq1.dcaa.mil |
| USA Tank-Automotive & Armaments Cmd (TACOM) | *PLA-C | @hq1.dcaa.mil |
| USA Communications Electronics Cmd (CECOM) | *PLA-D | @hq1.dcaa.mil |
| USA Missile Cmd (MICOM) | *PLA-E | @hq1.dcaa.mil |
| Naval Sea Systems Cmd (NAVSEA) | *PLA-J | @hq1.dcaa.mil |

DEFENSE CONTRACT AUDIT AGENCY

**Current cc: Mail/e-mail Office Locations
as of 11 March 1996**

| REGION/OFFICE | E-MAIL | ADDRESS |
|--|----------|---------------|
| Naval Air Systems Cmd (NAVAIR) | *PLA-H | @hq1.dcaa.mil |
| Naval Facilities Engineering Cmd (NAVFAC) | *PLA-K | @hq1.dcaa.mil |
| Strategic Systems Programs (SSP) | *PLA-K | @hq1.dcaa.mil |
| Space & Naval Warfare Sys Cmd (SPAWAR) | *PLA-L | @hq1.dcaa.mil |
| Military Sealift Cmd (MSC) | *PLA-L | @hq1.dcaa.mil |
| Air Force Materiel Crnd (WPAFB-AFMC) | ● pLA-s | @hq1.dcaa.mil |
| Aeronautical Systems Center (WPAFB-ASC) | *PLA-W | @hq1.dcaa.mil |
| Air Force Electronic Sys Ctr (ESC) | *PLA-T | @hq1.dcaa.mil |
| Air Force Space & Missile Sys Ctr (SMC) | *PLA-M | @hq1.dcaa.mil |
| Warner Robins Air Logistics Ctr (WRALC) | *PLA-U | @hq1.dcaa.mil |
| Air Force Logistics Center, Hill AFB (OOALC) | *PLA-X | @hq1.dcaa.mil |
| Air Force Human Systems Ctr (HSC) | *PLA-Y | @hq1.dcaa.mil |
| San Antonio Air Logistics Ctr (SAALC) | *PLA-Y | @hq1.dcaa.mil |
| NASA Johnson Space Center (JSC) | *PLA-JSC | @hq1.dcaa.mil |
| Department of Justice (DOJ) | *JLA | @hq1.dcaa.mil |

ELECTRONIC TRANSMISSION (E-MAIL) OF AUDIT REPORTS AND ACKNOWLEDGMENTS

QUESTIONS AND ANSWERS

1. How often should cc:Mail be checked?

Check cc:Mail a minimum of three times a day: morning, noon, and at the end of day. As electronic mail traffic increases, you may wish to increase the number of times that cc:Mail is checked.

2. Can the process for requesting audit services transition to an electronic-only format when the contractor's proposal is not in an electronic format?

Yes, requests for audit normally include the related contractor's proposal. However, contractor proposals may not be available in an electronic format at this time. Therefore, the requester will have to provide the contractor's proposal by conventional means and ensure that there is proper identification on the proposal to link it to the audit request. Close communication between the requester and the auditor will initially be required to work out the best identification process. As a result, while the audit request itself can go to an electronic-only format, the audit request process may not be able to completely transition to an electronic only format at this time. Audit field work cannot begin and be acknowledged until the auditor receives a contractor's proposal. This circumstance is not any different from current instances where requests for audit services are received in advance of contractor proposals.

3. How does an FAO get a requester's e-mail address?

When an audit request is received electronically, it will include the requester's electronic address. However, if there is no electronic request and we are offering to provide documents electronically, then we will have to obtain the electronic address from the requester.

4. Should a cover memo be sent with an audit acknowledgment or report?

Yes, customary e-mail courtesy procedures include a cover message for the document being electronically transmitted.

5. Should an e-mail cover memo be formatted in Word or in cc: Mail?

The cover message should be prepared in cc: Mail.

6. What should be included in an e-mail cover memo?

These messages should only include administrative-type **information**. Official audit related **information** which could be classified as For Official Use Only should not be included. Inclusion of this type of information would then place record retention requirements on the electronic cover message. Cover messages should include **information** such as: the name of document attached; that Word Version 6.0 was used to prepare the report; if the report is incomplete, i.e., parts are **nonelectronic** and an explanation as to why; if a copy of the document in a paper format is to follow; that the audit report is classified as For Official Use Only; and that a report is protected, however it can be copied for analysis purposes. An example of a cover memo is included as the last page of this Questions and Answers document.

7. Can **draft** versions of audit reports be sent electronically?

Yes, FAOS can continue to provide **draft** copies of audit reports based on the FAO Manager's procedures as long as each page is clearly marked a **draft**.

8. How should audit reports be marked to indicate that it is the formal report?

The formal report should have **"/s/"** placed in the signature box over the FAO Manager's name. Documents which are transmitted in a paper format should continue to be provided with approval signatures.

9. How should formal reports be marked when the report is signed for the FAO Manager.

After the **/s/** place the acting FAO Manager's name. On the next line place **"for"** in front of the FAO Manager's name. The following is an example of what the signature block should look like:

/s/ Daniel J. Tucciarone
for Joyce Friedland
Florida Branch Office

10. Should parts of a report be electronically transmitted?

Yes, if you have attempted to get all data in an electronic format, but can not, the parts of the report which can be transmitted electronically should be sent unless the meaning of the report is lost. When an incomplete report is sent electronically, a complete paper version must be provided to ensure easy customer use. Mark the electronic version as a **"Partial Version"** on every page. Explain in the e-mail cover message that the report is not complete, why it is not complete, how to

assemble the report, and **confirm** that a complete report in a paper format will follow.

11. Should we require receipts when transmitting documents?

Yes, always request a receipt which shows that the document has been received and accessed. Audit assignment numbers should be included in the subject line for ease in **identifying** receipts to audit assignments.

12. How are reports protected from accidental changes?

“**Write Reservation Passwords**” should be used to protect documents. Instructions on this feature are included as Enclosure 1 to this document, in the *Microsoft Word User’s Guide* on pages 487-489, and. in the Help menu under “Protecting a document with a password.” Care should be taken to remember the “Write Reservation Password,” otherwise you will not be able to access the document to change it. It is a good idea to document the password in the audit workpapers. Write Reservation Passwords should not be provided to requesters. If the report is converted to another word-processing package, then the protection most likely will be lost.

13. What if the contracting **officer** wants to limit access to the electronic version of the document?

Word provides an option to password protect a document so that it can only be opened if you know the password. This option should only be used at the specific request of the individual receiving the report. The password should be verbally agreed to with the requester via telephone and documented in the workpaper file so that it is **not** lost. The password should not be provided to any unauthorized representative at the requester’s office. Under emergency circumstances a password can be provided at the approval of the FAO Manager. Instructions on how to password protect the document can be found in the *Microsoft Word User’s Guide* referenced as “Protection Password” on pages 488 and 489. This should not be **confused** with the “Write Reservation Password” which is being used to generally protect documents. The “Write Reservation Password” allows the document to be opened and copied, but not modified; whereas, the “Protection Password” only allows an individual who knows the password to open the document. If the report is converted to another word-processing package, then the password protection may be lost. This should be pointed out to the requester.

14. Must **all** electronic documents include the Department of Defense (DoD) seal as part of the letterhead?

Yes, all acknowledgments and reports transmitted electronically in Microsoft Word should use the new letterhead format which includes the DoD seal.

However, in circumstances where it is practical to convert documents for customers using a different word-processing software program, the DoD seal should be deleted prior to conversion without requiring that a paper version of the report be sent via postal mail.

15. Should technical reports provided by customers be included as part of the electronic versions of the audit report.

Yes, when a customer provides a technical report in an electronic format, it should be incorporated into the audit report based upon established Agency policy. Then, the entire audit report including the technical report attachment should be transmitted electronically. If the customer provides a technical report that is not in an electronic format, you should contact the customer to request an electronic version, offer to incorporate the technical report electronically, and explain the benefits. If an electronic version of the technical report is not available, see Question and Answer Number 10 above in determining whether to send a partial electronic copy in addition to the complete paper copy of the audit report.

16. Do documents have to be sent electronically when the requester and the FAO are co-located?

No, there is no requirement that e-mail be used. However, before making a decision not to use e-mail when the customer is co-located with an FAO, we recommend that you discuss the advantages of e-mail with your customer, and test it to determine if there are benefits for your specific locations.

17. What if a customer continues to want audit reports sent by postal mail with no use of e-mail?

If a customer has concerns about using e-mail, we need to respect those concerns. DCAA is offering the use of e-mail to expedite the procurement process; however, where customers do not want to use e-mail, try to gain an understanding of the reasons why the customer does not want to use e-mail, and if necessary, seek assistance from the PLAs and DCAA management in resolving the customer's concerns and selling the customer on the benefits and advantages of e-mail. In the meantime, do not send audit documents via e-mail until the customer's concerns are resolved.

18. How should DCAA store reports in **workfiles**, paper or electronic only?

FAOS should continue to print a paper version of the audit acknowledgment and report for inclusion in the workpaper file. When the FAO is operating in a paperless format with "the customer, the signed copy of the report should be included in the workpaper file. We will assess the need for both electronic and

paper copies of these documents for the FAO files and workpaper files as we obtain additional experience with electronic transmission.

EXAMPLE OF A cc:MAIL COVER MEMO FOR AN AUDIT REPORT

[3] From: *1234 at *DCAAHQ14/17/96 9:29AM (1068 bytes: 20 ln)
To: hunt@cc.tacom.army.mil at \$DCAAHQNET
Receipt Requested
Subject: Case No. 202(A)-95-A-10-009/Audit Report No 6121 -95 A21000010

----- Message Contents -----

Mr. Hunt,

Attached is the audit report, 95A21010.EXE, prepared in Word Version 6.0, that is only to be transmitted in an electronic format. The attached audit report is For Official Use Only. The report is protected from accidental changes, however, information within the report can be copied to a new document for analysis purposes. The audit report has been compressed as a self-extracting file using the PKWARE PKZIP V2.04g software. To extract (decompress) the document, copy it from the message to a local drive. From the same drive, type in the name of the file, 95 A21010, and press return. The file, 95 A21010.EXE, will then be decompressed and identified as 95 A21010.DOC.

Transmission questions should be referred to Ms. Jan Mabey, Supervisory Auditor, at (407) 555-1212.

/s/
Joyce Friedland
Branch Manager
Florida Branch Office